

# **Moving Beyond Difficult People**

Sponsored by:  
Dorothy & Associates, Inc.  
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[www.DorothyAndAssociates.com](http://www.DorothyAndAssociates.com)

## **Program Description**

*Moving Beyond Difficult People* is the second in a series of seminars on difficult people offered by Dorothy & Associates. Don't miss this opportunity to explore the bully, discover the benefits of difficult people (really!), and learn the art of likeability.

## **Dates/Locations**

**March 19, 2013—Gadsden, AL**  
Gadsden Inn & Suites  
200 Albert Rains Boulevard

**March 20, 2013—Anniston, AL**  
Anniston City Meeting Center  
1615 Noble Street

**March 22, 2013—Cullman, AL**  
Holiday Inn Express Hotel & Suites  
2052 Hayes Drive Northwest

## **Objectives**

Upon completion of this seminar, you will be able to:

1. List three or more types of bullies;
2. Identify two or more techniques to prevent bullying;
3. Identify three or more strategies to help victims of bullying;
4. Discuss why working with difficult people isn't all bad; and
5. Employ two or more strategies to minimize difficult behaviors.

## **Agenda**

7:45 Registration

8:00 **Identifying the Difficult Person**

- \**Personality Disordered* or Difficult?
- \*Difficult or Different Personality?
- \*Determine Your *PDQ* (*personal difficult quotient*)

### **The Big Bad Bully**

- \*Bullying Defined/Examples
- \*Bullies in a Caring Profession?
- \*Seven Types of Bullies
  - Super, Resentful, PGR,*
  - Backstabber, Green-With-Envy, Cliquish, Structural*
- \*Psychological/Physiological Effects
- \*Strategies for Victims/Organizations

12:00 Lunch (On Your Own)

### **1:00 Unexpected Benefits the Hard Way:**

#### **Lessons Gleaned From Difficult People**

- \*Self-Control, Compassion, Conflict Resolution, Leadership, Forgiveness

### **Even Nice People Have Bad Days**

- \*Stabilizing Strategies
- \*Don't Be Undone by Electronic Messages
- \*Make Up/Move On

### **Don't Be Difficult**

- \*The Art of Likeability
- \*Six Tips to Keep Your Perspective
- \*Attract Wonderful People

(Breaks given throughout the day)

### **Speaker**

Dorothy Yeager, M.S., is a professional speaker, facilitator, grant writer/reviewer, author, wife and mother. She has a Master's Degree in Adult Education and is certified in Family and Consumer Sciences by the American Association of Family and Consumer Sciences. Dorothy blends her knowledge with the arts (music, poetry, and short stories) to not only educate but to inspire her audiences.

Dorothy has presented more than 600 seminars to health professionals that include: *Thriving Among Difficult People*, *Survival Skills for the Health Professional*, and *The Gifts of Humor & Touch*. Dorothy, described as the *caregiver's caregiver*, has presented at many state and national conferences including the Kansas City University of Medicine and Biosciences Homecoming CME Conference. Her warm and compassionate style makes her a favorite with audiences throughout the United States.

### **Contact Hours**

7-RN, LPN  
6.25-Social Work

## 6-Nursing Home Administration

### **Continuing Education Credit**

The Alabama Board of Nursing (Provider No.: ABNP1407; expiration date: November 12, 2016) approves Dorothy & Associates, Inc. as a provider of continuing education.

Alabama Nurses: Bring your license to the seminar to be scanned for continuing education credit.

The Board of Nursing Home Administrators has approved this seminar for 6 hours of continuing education credit for licensed nursing home administrators in the State of Alabama.

This seminar has been approved for 6.25 hours of continuing education credit for social workers by the Alabama State Board of Social Work Examiners.

### **Tuition**

\$99.00 (Includes seminar, handouts, and coffee)  
(Returned check fee of \$30.00)

### **Refund Policy**

You may cancel your registration up to 72 hours before the start of the seminar. Your registration fee will be refunded less a \$15.00 processing fee. Substitutions are welcome at anytime. Seminars cancelled due to “acts of God” will be rescheduled and refunds will not be issued. Under no circumstances shall Dorothy & Associates, Inc. be liable for a refund to an attendee for any sum in excess of registration actually paid.

### **Tax Deduction**

All expenses of Continuing Education (including registration fees, travel, meals, and lodging) taken to maintain and improve professional skills may be tax deductible according to Treasury Regulation 1.162-5 Coughlin vs. Commissioner, 203 F2d 307. See your tax accountant for details.

**Pre-Registration Form**  
**Pre-Register By:**

1. Calling 1-888-836-7684 between 9:00 a.m. and 6:00 p.m. Monday through Friday and paying with your Visa or MasterCard;
2. Completing this form and mailing to Dorothy & Associates, Inc., PO Box A, Cottonwood Falls, KS 66845;
3. Completing this form (including credit card or purchase order information) and faxing to 1-888-836-7684; or
4. Registering and paying online at [www.DorothyAndAssociates.com](http://www.DorothyAndAssociates.com).

Date/Location of Seminar You Will Be Attending: \_\_\_\_\_

Name: \_\_\_\_\_

Occupation: \_\_\_\_\_

License Number: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Payment Information:

\_\_\_\_\_ Check enclosed for \$99.00 payable to Dorothy & Associates, Inc.

\_\_\_\_\_ Purchase order attached: # \_\_\_\_\_

\_\_\_\_\_ Credit/Debit to: \_\_\_\_\_ Visa \_\_\_\_\_ MasterCard

Credit/Debit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Credit Card Billing Address if Different From Address Above:

\_\_\_\_\_

Registration is confirmed unless otherwise notified. Advance registration is required, including payment.  
Enrollment is limited. *Thank You and See **You** Soon!*

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